

Use O365 / @Link Mail through Web Access

(This user guide suits for DUO 2FA enabled users.)

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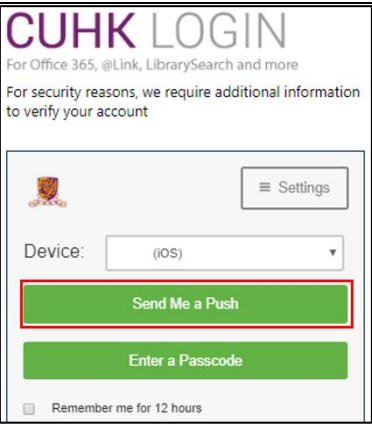
For enquiries, please contact ITSC

- Hotline: 3943 8845 (during office hours)
- Online Service Desk: <http://servicedesk.itsc.cuhk.edu.hk>

A. Note

- For unexpected error, please **clear the browsing data** ([Chrome](#), [Firefox](#), [IE](#)) then retry.

B. Use O365 / @Link Mail through Web Access

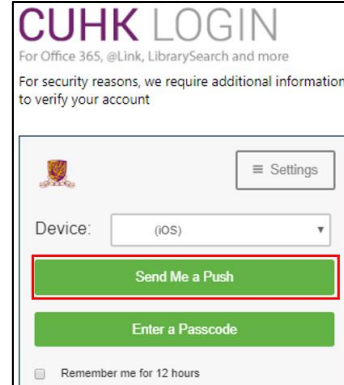
<p>1. Visit http://www.cuhk.edu.hk/o365 Enter</p> <ul style="list-style-type: none"> • *CUHK Email Address • OnePass Password <p>*CUHK Email Address</p> <ul style="list-style-type: none"> • Student: <i>Student-ID@link.cuhk.edu.hk</i> • Staff: <i>alias@cuhk.edu.hk</i> • Alumni: <i>alumni-ID@link.cuhk.edu.hk</i> <p>Click Sign in.</p>	 <p>CUHK LOGIN For Office 365, @Link, LibrarySearch and more</p> <p>Login with Student: <i>Student-ID@link.cuhk.edu.hk</i> Staff: <i>alias@cuhk.edu.hk</i> Alumni: <i>alumni-ID@link.cuhk.edu.hk</i> Password: OnePass Password</p> <p>CUHK Email Address OnePass Password</p> <p>Sign in</p>
<p>2. Depends on your enrolment status to DUO Two-factor Authentication (2FA), you may see either of the following screens.</p> <p>If you see a screen similar to the one shown (i.e. ask you to Send Me a Push or Enter a Passcode), skip to either step 3A, 3B or 3C.</p>	 <p>CUHK LOGIN For Office 365, @Link, LibrarySearch and more</p> <p>For security reasons, we require additional information to verify your account</p> <p>Settings</p> <p>Device: (iOS)</p> <p>Send Me a Push Enter a Passcode</p> <p><input type="checkbox"/> Remember me for 12 hours</p>

If you see a **Protect Your CUHK Account** screen, **do not proceed!** Instead please enrol to 2FA via <http://duo.itsc.cuhk.edu.hk/> first, then follow the steps again from step 1.

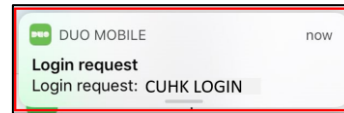


3A. password (DUO Mobile App – Push)

Click **Send Me a Push**

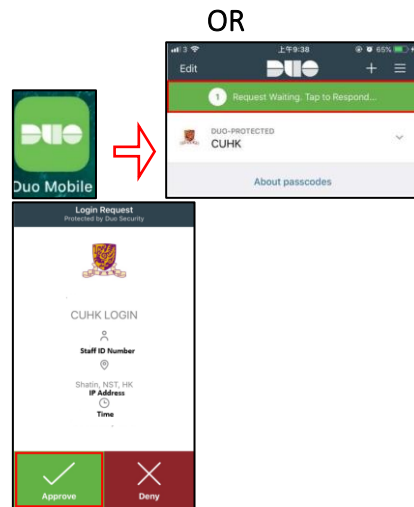


DUO Notification will be prompt on your mobile. Tap **Login request**



OR

Open the **DUO Mobile App** on your mobile device, then **tap on the notification message**, a Login Request with the information of requesting source is displayed.

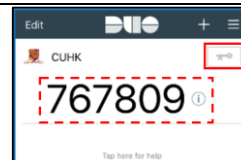


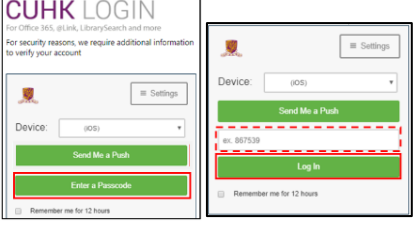

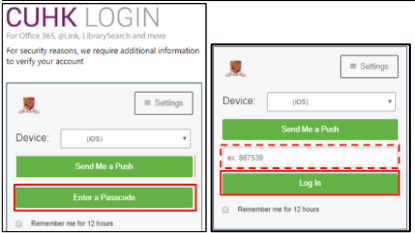
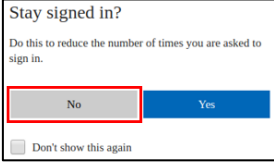
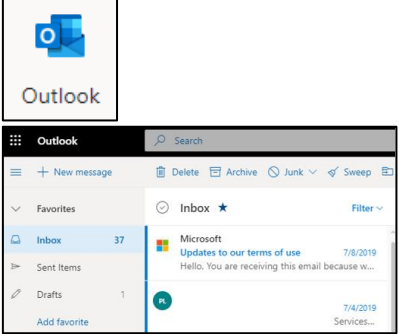
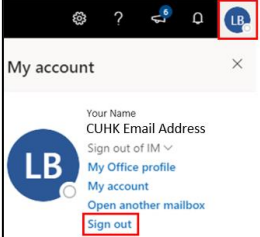
Tap **Approve**.

Reminder: Duo Push is not available offline. Please ensure you got a good Internet connection when using this method. Or, you switch to log in with passcode which does not required an Internet connection.

3B. password,passcode (DUO Mobile App – Generate Codes)

You can get the passcode from your DUO Mobile App. **Open the DUO Mobile App** on your mobile device, then **tap on the key icon** next to your account, a one-time passcode is generated. Click **Enter a Passcode**, **Log in with DUO passcode**.



	 <p>The image shows two versions of the CUHK LOGIN page. The left version shows a 'Device' dropdown set to 'iOS' and a red box around the 'Enter a Passcode' button. The right version shows the 'Send Me a Push' button selected, with a red box around the 'Log In' button. Both versions have a 'Remember me for 12 hours' checkbox at the bottom.</p>
<p>3C. <u>password,bypasscode</u> (Use a temporary DUO Bypass Code)</p> <p>In case you have problem with your mobile (e.g. forgot to bring, malfunction, lost or stolen) and cannot provide the 2nd factor for VPN connection, you can generate a temporary DUO Bypass Code by yourself via DUO Self-Service Portal at https://duo.itsc.cuhk.edu.hk.</p> <p>Click Enter a Passcode, Log in with <i>DUO Bypass Code</i>.</p>	 <p>The image shows a 'Bypass 2FA' screen with the text 'Done.' and a message: 'Please find your bypass code below, that will work for 20 times or expires on Thursday, 22 March, 2018 4:46 AM, which ever occurs first.' A red dashed box highlights the bypass code '275658119', the expiration time 'Thursday, 22 March, 2018 4:46 AM', and the remaining uses '20 times'.</p>  <p>This image is identical to the one in the first row, showing the CUHK LOGIN page with the 'Enter a Passcode' button highlighted by a red box.</p>
<p>4. Click No to not stay signed in or Yes if you want to stay signed in.</p>	 <p>The image shows a 'Stay signed in?' dialog box with the text 'Do this to reduce the number of times you are asked to sign in.' There are two buttons: 'No' (highlighted with a red box) and 'Yes'. Below the buttons is a checkbox labeled 'Don't show this again'.</p>
<p>5. Click Outlook to check your mailbox.</p>	 <p>The image shows the Outlook application interface. At the top, there is an 'Outlook' logo. Below it, the main interface shows a search bar, a 'New message' button, and a list of folders including 'Inbox' (37 items), 'Sent Items', and 'Drafts' (1 item). A preview of an email from Microsoft is visible in the main pane.</p>
<p>6. After use, click your profile icon > Sign out</p>	 <p>The image shows a 'My account' profile menu. It includes fields for 'Your Name' and 'CUHK Email Address', a 'Sign out of IM' option, and links for 'My Office profile', 'My account', and 'Open another mailbox'. The 'Sign out' button at the bottom is highlighted with a red box.</p>

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